

Telecom Expense Management (TEM) Survey results

In February 2009 UIS Telecommunications launched the Telecom Expense Management Program to assist Harvard Schools and departments reduce their telecom expenses. As part of the customer satisfaction survey distributed to all Telecom service and billing contacts, we focused a few questions on the experiences with the TEM program.

Of 136 responses, 34.6% have taken advantage of the landline TEM, and of 126 responses, 20.3 % have taken advantage of a TEM for their wireless expenses. Based on 115 Departmental TEM's completed through FY09, the collective **monthly** savings was \$22K for landlines alone. This program is continuing in FY10, and we hope that if you have not yet participated, you will consider this for the current fiscal year.

Below is a summary of the results.

	Total # of Responses	Combined Agree %	Combined Disagree %
How would you rate the following statements about the UIS Telecom Expense Management (TEM) program for your Centrex (desk) phones?			
The TEM was valuable to your department	43	97.62	2.38
The TEM helped your department save money	37	97.27	2.73
The TEM helped your department correct billing problems	34	100.00	0.00
The TEM was very time consuming	40	54.97	45.03
The TEM was very complicated	39	35.92	64.08
I would recommend the process to another department	43	97.66	2.34

	Total # of Responses	Combined Agree %	Combined Disagree %
How would you rate the following statements about the Wireless TEM?			
The TEM was valuable to your department	26	100.00	0.00
The TEM helped your department save money	21	100.00	0.00
The TEM helped your department correct billing problems	23	100.00	0.00
The TEM was very time consuming	24	29.07	70.93
The TEM was very complicated	24	29.12	70.88
I would recommend the process to another department	26	100.00	0.00